

Update to Enhanced Adult Day Health Coverage for INTEGRITY for Duals Members

Neighborhood News – April 2026

Effective May 1, 2026, Neighborhood Health Plan of Rhode Island (Neighborhood) is updating claims processing for enhanced adult day health services for members enrolled in the Neighborhood INTEGRITY for Duals (HMO D-SNP) plans.

What is changing

- Claims submitted for enhanced Adult Day Health services will be denied for members who do not have an approved [long-term services and supports \(LTSS\) waiver eligibility](#). This change ensures compliance with state LTSS requirements.
- Members designated for a preventive level of care only, [are not eligible for enhanced adult day health](#).
- Providers are responsible for verifying a member's LTSS waiver status before rendering services. This can be done by calling Provider Services at 1-800-963-1001 or by checking the member's status through the Department of Human Services portal. An automated self-service solution is currently in development. Providers will be notified once this functionality is available.

Authorization

Please note that prior authorization does not override benefit eligibility. Authorizations in place for dates of service on or after May 1, 2026, do not guarantee payment if the member does not meet eligibility requirements.

For more information, please reference our recently updated [Adult Day Health Clinical Medical Policy](#).

Neighborhood appreciates your partnership and ongoing dedication to providing high-quality care to our members.